



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
***DIVISION OF PUBLIC HEALTH SERVICES***  
***BUREAU OF INFECTIOUS DISEASE CONTROL***

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## **NH CARE Program**

### ***Guidance for Submission of Medical Copay and Deductible Bills*** (updated 05/2019)

#### **WHAT IS THE NH CARE PROGRAM?**

The NH CARE Program is a federally-funded government program administered by the NH Department of Health and Human Services. The NH CARE Program assists individuals living with HIV with their outpatient medical and pharmaceutical expenses. To be eligible, a client's annual income must be equal to or below 500% of the Federal Poverty Level. Enrollment periods last for six months.

#### **COVERED SERVICES:**

Outpatient medical copays and deductibles for clients with private health insurance (employer-sponsored, cobra, individual plans) or Medicare copays and deductibles.

#### **NON-COVERED SERVICES:**

Charges associated with inpatient hospitalizations, ER visits, or urgent care visits; NH Medicaid (including Care Management plans) copays and deductibles.

#### **WHAT IS THE PROCESS FOR MEDICAL PROVIDERS TO BILL THE NH CARE PROGRAM?**

The client's primary insurance is billed first; NH CARE Program is billed as secondary. NH CARE will cover copays and deductibles. All claims must be submitted on a standard 1500 or UB claim form and an explanation of benefits (EOB) must be attached. Claims without the attached EOB may be denied.

#### **WHAT IS THE FILING DEADLINE FOR CLAIMS SUBMITTED TO NH CARE PROGRAM?**

Claims are filed within one year of the date of service. For dates of service older than one year, please contact the program.

#### **IS THE NH CARE PROGRAM SET UP FOR ELECTRONIC BILLING?**

Not at this time. Claims must be submitted directly to the NH CARE Program and mailed to the above address. All claims must be original documents.

#### **CORRESPONDENCE WITH THE NH CARE PROGRAM:**

**Main Program Phone:** [603.271.4502](tel:603.271.4502). Hours of operation are: Monday thru Friday (8am and 4:30pm). Outside of those hours messages may be left in our confidential message center and calls will be returned within two business days.

**Email:** The NH CARE Program adheres to NH Division of Public Health Services, Bureau of Infectious Disease Control Security and Confidentiality Policy, which prohibits the exchange of personally identifiable information (PII) and protected health information (PHI) via email. If you choose to email a member of the NH CARE Program, it is appreciated if you would refrain from emailing client names, other PII or PHI.

For additional information please visit our website at: [HTTP://WWW.DHHS.NH.GOV/DPHS/BCBS/STD/CARE.HTM](http://www.dhhs.nh.gov/dphs/bchs/std/care.htm)